

SAMPLE
Regional Advisory Council Trauma Service Area
Alternative Dispute Resolution Process
May 10, 2006

Alternative Dispute Resolution (ADR) Process

- A. Any provider or individual representing a provider, service or hospital that has a dispute in connection with another provider or the RAC itself (e.g., by-laws, trauma system plan, guidelines or protocols; action(s) or in-action(s), etc.) may formally voice its disapproval in writing. The written document must be addressed to the chair person of the RAC.
- B. A formal protest must contain the following: a specific statement of the situation that contains the description of each issue and a proposed solution to resolve the matter(s).
- C. A neutral or impartial group with no vested interest in the outcome of the dispute will be assembled to review issue. This group may solicit written responses to the dispute from interested parties. If the dispute is not resolved by mutual agreement, the group will issue a written determination, within thirty (30) days of receipt of all pertinent data.
- D. Party or parties may appeal the determination by the group and ask the issue to be brought before the General Membership of the RAC for a final determination. The party or parties have no later than “_____” working days after the determination to submit the request for secondary review. The request must be submitted to following address:

RAC Chair
Address
City, State Zip Code

The secondary review will be limited to the original determination. The appeal must be mailed or delivered in a timely manner. In the event the appeal is not timely in delivery, it will not be considered. If not consider, the parties will be notified in writing.